

MCC System Performance Incident: FAQs for Programs

The purpose of this document is to provide programs with answers to questions about the MilitaryChildCare.com (MCC) system performance issues experienced in July 2016.

Q: MilitaryChildCare.com has been responding slowly and at times is inaccessible. What happened?

A: MilitaryChildCare.com (MCC) recently deployed a major upgrade to the system. Because of the complexity of this upgrade, the MCC development team began monitoring system performance. The team noticed system slowness and periodic outages beginning the evening of 23 July and immediately began working to determine the cause and restore the system to normal operating performance as soon as possible.

Q: Our program is already live on MilitaryChildCare.com. What steps do we need to take during this time?

A: We recommend generating a Waitlist Export Report for your program so you have the latest waitlist accessible. You can also access the Request for Care (RFC) form on MCC Central under Operating Procedures, which can be used to collect requests from families if necessary. For updates about system performance, visit the MCC Central homepage to review recent announcements, the MCC Central Operating Procedures tab to access information and resources to support continuous service, and the MCC FAQs to learn about messaging shared with families.

Q: How do I generate the Waitlist Export Report?

A: To generate the Waitlist Export Report, login as a program user, navigate to Management>Reports, and select Waitlist Reports>Waitlist Request Report. Enter the date by selecting the calendar icon, use the drop down menus to choose relevant report criteria/filters, check the Show Age Group checkbox to display requests by age group, and then select the Generate Report button. You can then use the Group By drop-down menu to organize report results and export the report to Excel or PDF file format.

Q: How can families get help with child care requests while the site is down or performing slowly?

A: The MCC Help Desk is available 24/7 to help families with any aspect of the child care request process. Families may contact the Help Desk at 1.855.696.2934 or at FamilySupport@MilitaryChildCare.com for questions or assistance.